

Strategic Goal 2

***Ensure a smooth transition for veterans
from active military service to civilian life***

Objective 2.1

Ease the reentry of new veterans into civilian life by increasing awareness of, access to, and use of benefits and services during transition



Objective 2.3

Improve the ability of veterans to purchase and retain a home through a loan guarantee program

Objective 2.2

Assist veterans in readjusting to civilian life by enhancing their ability to achieve educational and career goals

***To ensure a
smooth
transition...***

Veterans will be fully reintegrated into their communities with minimum disruption to their lives through transitional health care, readjustment counseling services, and employment services, including vocational rehabilitation; education assistance and home loan guarantees.



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Ensure a smooth transition for veterans from active military service to civilian life

Purpose and Outcomes:

The purpose of this objective is to provide increased information and access to benefits and services for servicemembers during and prior to their becoming eligible veterans. VA will provide eligible veterans at risk for psychological trauma from active military duty in combat theater of operations, and/or from military-related sexual assault, access to clinically effective readjustment counseling that is culturally sensitive and results in positive customer feedback. VA considers an individual a veteran at the time he or she enters active military service. This will continue to have an impact on the type of benefits and services VA provides, particularly in the areas of access and outreach. The ultimate outcome of this objective is a smooth transition from military life to civilian life for every individual leaving active military service.

Strategies and Processes:

VA will provide information and access to benefits at the time service members enter military service. Information about Servicemembers' Group Life Insurance (SGLI) and the Montgomery GI Bill (MGIB) are provided at entry-on-duty. At various periods during military service, servicemembers are provided additional information related to education benefits and housing assistance benefits administered by VA. A comprehensive Transition Assistance Program (TAP) is provided to servicemembers about to be discharged from military service. In addition, Internet web sites provide information about veterans benefits.

*Objective 2.1
Ease the reentry of new veterans into civilian life by increasing awareness of, access to, and use of benefits and services during transition*

VA will ensure that all TAP presentations, jointly sponsored by VA, DoD, and DoL, include information and assistance for separating women service members. VA will assess the quality of information provided to men and women leaving the active military and ensure that program content includes relative VA health care and benefit program information and assistance for both men and

women departing military service. To ease the reentry of new veterans into civilian life, VA will undertake the following additional strategies:

- VA will provide veterans with easy access to information and the opportunity to interact with VA for benefits and services, at a convenient time and place.
- VA will build or enhance partnerships with the DoD, DoL and other organizations to improve the transition to civilian life.
- VA will inform servicemembers and veterans of the benefits and services to which they may be entitled. VA will enhance outreach to transitioning servicemembers through alliances with other federal agencies and enhance outreach for servicemembers with disabilities and other special groups of individuals transitioning to civilian life.

VA regional offices are working with military and VA medical center personnel to establish a presence at major separation points. VA is active at 81 military installations in 32 states. There are 31 out-based claims processing centers staffed by VA personnel (up to 20 more by the end of 2000) to provide on-site disability determinations,

vocational rehabilitation counseling, and assistance with all VA benefits within 30 days of military separation. VA has plans to support 30 additional sites on an itinerant basis and military physicians are providing medical examinations that meet military separation criteria as well as VA disability evaluation criteria, at some locations.

External Factors:

To ensure a smooth transition from military to civilian life requires the cooperation of external partners such as DoD.

Objective 2.1 Performance Measure (Outcomes)		FY 2005 Performance Targets
Transition Benefits		
Briefing Participation --	Percent of veterans separating/retiring who participate in benefits briefing prior to discharge.	85%
Service Delivery Measures		FY 2005 Performance Targets
Transition Program --	Satisfaction with the quality and effectiveness of the transition program	TBD
Vet Centers ó	Increase percent of veterans using Vet Centers who report being satisfied with services and respond that they would recommend the Vet Center to other veterans	95%



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Purpose and Outcomes:

The purpose of VA’s Educational Assistance Program is to assist veterans and eligible dependents in achieving their educational and vocational goals, and to honor and reward them for sacrifices made in service to this Nation.

*Objective 2.2
Assist veterans in readjusting to civilian life by enhancing their ability to achieve educational and career goals*

The program outcomes for the Education Program are to:

- Assist in readjustment to civilian life;
- Assist in obtaining affordable higher education;
- Restore lost educational opportunities;
- Assist in the recruitment and retention of active duty personnel and reserves; and
- Enhance the nation’s competitiveness.

Strategies and Processes:

VA will implement the following strategies to assist veterans in pursuit of their educational goals:

- VA will provide veterans with easy access to information and the opportunity to interact with VA for benefits and services, at a convenient time and place.
- VA will simplify the administrative rules and regulations governing the application and eligibility determination processes.
- VA will maximize direct contact with the veteran through the *case management* approach and through redesigning work processes, the use of information technology and improving workforce skills. These improvements will result in improved veteran-customer satisfaction, improved cycle time and improved accuracy.
- VA will use customer and business data to determine the needs and expectations for

both the DIC program outcomes and for service delivery expectations. This will enhance the measurement of program outcomes and service delivery performance.

- VA will build or enhance partnerships with the DoD, educational institutions and other organizations to improve delivery of education benefits.
- Information about the MGIB is provided at entry-on-duty. At various periods during military service, servicemembers are provided additional information related to education benefits. VA will improve Internet access to information requested by veterans and educational institutions.

External Factors:

- Legislation — Legislation may be required to achieve anticipated program outcomes. Over the past decade, the MGIB has not kept pace with the increasing costs of education and changing training practices.
- Partnerships — Enhancement of partnerships with other agencies and educational institutions may affect the ability to achieve service delivery outcomes.
- Recruitment and Retention Variables — DoD recruitment and retention variables affect, and may be affected by, VA’s Educational and Assistance Program.
- Demographics — Changing veteran characteristics and demographics suggests education and training needs are different for new veterans.

Objective 2.2 Performance Measure (Outcome(s))		FY 2005 Performance Targets
Education Program Usage Rate --	MGIB Usage Rate	70%
Service Delivery Measures		FY 2005 Performance Targets
Speed --	Processing days for original claims	10
	Processing days for supplemental claims	7
Accuracy --	Payment accuracy	97%
Customer Satisfaction --	High ratings received from customers	95%



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Purpose and Outcomes:

The purpose of the Loan Guaranty Program is to help veterans and active duty personnel purchase and retain homes in recognition of their service to the Nation. The outcomes for the Loan Guaranty Program are to:

- Ensure home ownership for veterans at a rate higher than the general population;
- Assist veterans and active duty personnel who are seriously delinquent on their VA-guaranteed mortgage in retaining their homes; and
- Assist veterans and active duty personnel in purchasing a home.

*Objective 2.3
Improve the ability of veterans to purchase and retain a home through a loan guarantee program*

baseline measures through program evaluations, program reviews, a consultative process with stakeholders and other means that determine results of the Loan Guaranty Program.

- VA will design and implement information systems that integrate with the systems of our lender partners and other key organizations to optimize service delivery of loan guarantee benefits.

Strategies and Processes:

VA will implement the following strategies to ensure that veterans receive the assistance they deserve when purchasing a home, have the opportunity to retain their homes, and receive world-class service:

- VA will provide veterans with easy access to information and the opportunity to interact with VA for benefits and services, at a convenient time and place.
- VA will build or enhance crosscutting partnerships with the private lending institutions and other organizations to improve delivery of housing benefits.
- Identify or refine performance measures for the Loan Guaranty Program and determine

External Factors:

- Legislation — Legislation may be required to achieve anticipated program outcomes.
- Economy — A significant downturn in the economy nationwide, or in specific areas of the country, would have an adverse effect on the ability of veterans to obtain or retain their homes.

Objective 2.3 Performance Measures (Outcome(s))		FY 2005 Performance Targets
Home Purchase ⚡	Assist veterans and active duty personnel in purchasing a home - percent of active duty personnel and veterans that could not have purchased a home without VA assistance	80%
Service Delivery Measures		FY 2005 Performance Targets
Speed ⚡	Processing time for eligibility certifications Processing time for value determinations (days) Foreclosure avoidance through servicing (FATS) ratio	5 15 40%
Accuracy ⚡	Statistical quality control (SQC) index	98%
Customer Satisfaction ⚡	Veteran satisfaction index Lender satisfaction index	95% 80%
Certification ⚡	Certificate of Reasonable Value (CRV) Timeliness (days)	15